# *Human Resource Management in Health Care 3rd edition McConnell Test Bank*

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**Chapter 2: How Human Resources Fits Into an Organization**

True or False

1. The most common and popular ~~operating~~ model for ~~a~~ human resources departments is known as "the clerical model."

Ans: False

2. ~~It is always recommended to~~ Employee ~~have employee~~ assistance program ~~(EAP)~~ referral should be~~s~~ handled by someone external to the organization for the sake of employee confidentiality.

Ans: False

3. Every human resource department must be staffed by ~~a number of~~ specialists, one or more for each area of activity (employment, compensation and benefits, employee relations, etc.).

Ans: False

4. Reengineering has brought about a two-fold increase in the size of the average health care human resource department.

Ans: False

5. In a significant number of organizations human resources is regarded as bureaucratic and inflexible.

Ans: True

6. Technological changes ~~are always good for the organization because they~~ almost always lead to reductions in the cost of delivering health care.~~.)~~

Ans: False

7. The present method of performing any particular task is the most important factor to consider in reengineering that task.

Ans: False

8. A professional employer organization (PEO) provides the means for some smaller organizations to obtain most of their human resource services externally.

Ans: True



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9. On issues of employee conduct it is the responsibility of human resources to initiate action and tell department managers what they must do.

Ans: False

10. Competition is increasing in health care in part because elements of a shrinking hospital system are struggling to acquire or retain a specific market share.

Ans: True

Multiple Choice

1. What is t~~T~~he principal difference between ~~"~~line~~"~~ and ~~"~~staff activities~~"~~? ~~is:~~

A. A line activity supports all other activities in getting the actual work done.
B. Line activities do the work; staff activities support the line activities.
C. There is essentially no difference between line and staff.
D. Employees in staff activities do the actual work of the organization.

Ans: B

2. The most effective reporting relationship for the human resources director is:

A. Reporting to the chief operating officer ~~(COO).~~
B. Reporting to the organization's financial executive~~.~~
C. Reporting to the chief executive officer ~~(CEO).~~
D. Reporting to the board~~Any of the above.~~

Ans: C

3. ~~The~~ What is the best description of the principal role of human resources?~~s may best be described as:~~

A. Exerting control and direction over other organizational elements~~.~~
B. Serving as the organization's primary resource on employment-related legal issues~~.~~
C. Providing service and advice to other organizational elements~~.~~
D. Keeping all employees in line with policies and work rules~~.~~

Ans: C

4. Which~~The~~ human resource model operates most commonly in hospitals and other labor-intensive service organizations? ~~is the:~~



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A. Counseling model.
B. Clerical model.
C. Consulting model.
D. Financial model.

Ans: A

5. The majority ofWhat do most chief executive officers s (CEOs) ordinarily expect their human resource departments to do under ordinary circumstances?:

A. Supervise recruitment, administer compensation and benefits, and maintain personnel records.
B. Provide advice and counsel on employee matters.legal counsel
C. Predict needed hiring patterns in the coming decade Keep the organization out of employment-related legal trouble.
D. All of the above.Monitor board opinion

Ans: AD

Short-Answer

1. Why are outplacement services almost always subject to outsourcing?

Ans: They are infrequently needed, making it more efficient and cost-effective to use outsourcing..

2. Which model of human resources service delivery is commonly considered to represent the "personnel department" prior to 1964?

Ans: The clerical model, which is often subject to negative stereotypes.

3. What are the three kinds of changes facing today's health care organizations?

Ans: Technological change, financial change, and social change

4. Define the essence of reengineering in as few words as possible.

Ans: The systematic redesign of a business's core processes starting with desired outcomes and developing the most efficient possible processes to achieve those outcomes.

5. What are the usual components of the "clearance" that must occur before a newly hired employee can begin work?

Ans:



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~~Answers:~~ Reference checks, pre-employment physical exam, and ~~sometimes~~ background checks are often part of the clearance process.



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